

B.A. Bulletin

June 2001

Important Health Benefits News for Benefits Administrators

Upcoming Events

JUNE

June 19 – 26 ♦ Key Advantage and Cost Alliance ID cards mailed to active employees and family members

June 25 ♦ Commonwealth Mailing Systems succeeds Edgewood as fulfillment vendor

June 27 ♦ Key Advantage and Cost Alliance ID cards mailed to non-Medicare retirees

June 29 ♦ ID cards mailed to Medicare retirees enrolled in retiree health plans

JULY

July 1 ~ Key Advantage and Cost Alliance benefits changes take effect; new plan year begins for Premium Conversion

July 4 ~ Independence Day

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New Vendor for Materials Orders

Commonwealth Mailing Systems (CMS) will soon be processing your orders for health benefits materials. On June 25, CMS will succeed the Edgewood Company of Virginia.

The selection of CMS results from a request for proposals (RFP) in search of a vendor who could meet growing demands for more automated mailing and inventory systems, along with an efficient order processing capability. By June 25, you will receive a new fax number and new order forms to use when sending in orders.

We appreciate the high quality service which Edgewood has provided over the years in fulfillment, mailing and inventory of materials.

Plan Amendments Part of ID Card Mailing

Active employees and non-Medicare retirees enrolled in Key Advantage and Cost Alliance will receive amendments to plan Member Handbooks this month. A four-page amendment describing the July one benefit changes will be provided in ID card mailings. The new cards will be mailed between June 19 and June 26 for active employees and on June 27 for non-Medicare retirees.

Summary of Policy Changes Mailed Soon

Benefits Administrator memos will be distributed within the next two weeks on policy changes for July 1, 2001 and revisions to BES keying instructions. Final policy instructions will be available in the revised Health Insurance Manual (HIM), which is expected to be ready later this summer.

Announcing... Qualifying Mid-Year Events

The term "certain life events" for making changes outside of Open Enrollment will be replaced with "qualifying mid-year events".

Qualifying mid-year events encompass the status changes and cost and coverage changes defined under recent Internal Revenue Service (IRS) regulations. The decision to change the term was made because many of these events are not "life events" and also could not be grouped together as "status changes".

From this point forward, health benefits communications will include the new terminology.

EmployeeDirect News

Work continues on EmployeeDirect to make it even more responsive to the needs of employees. Currently, employees may review their Benefits Profile and make changes to personal information, such as names, addresses and dependents' Social Security numbers. Coming soon: the EmployeeDirect Interactive Voice Response (IVR) telephone system.

